



PAPY HAKIZIMANA

"With a Bachelor's Degree in Applied Pedagogy and having diversified my professional experiences and skills for more than 7 years, I have a demonstrated professional capacity to guarantee high levels of customer service, to interpret needs, and to match services and solutions in order to better meet customers' personalized requirements. A dedicated, hardworking, caring, and dynamic team member, I am looking for a job in a Company where my professional experiences will allow me to increase the Company's clientele and increase its income."

PROFESSIONAL EXPERIENCES

➤ **September 2019 - Present: Laundry Attendant at Four Seasons Hotel Kuwait at Burj Alshaya**

Tasks and responsibilities:

- Carry out quality controls,
- Receive incoming laundry, sort the batches, stock washers, and dryers, fold and wrap, prepare shipments according to customer expectations, etc.
- Train and supervise the work of small teams,
- Perform daily maintenance of used devices,
- Notify the Superior when equipment breaks,
- Other related tasks

➤ **April 2014 - September 2019: English and Swahili Teacher at Musema High School in Kayanza Province**

Tasks and responsibilities:

- Prepare the material to be taught to the pupils according to a planned program,
- Prepare, administer, and correct homework, exams, etc.
- Evaluate students' progress, discern their individual needs and discuss their results with parents and school authorities,
- Intervene in all learning situations,
- Prepare and implement programs of catching up,
- Provide support to students during practical internships.

TASK FORCE ACTIVITIES

➤ **February 2021 - September 2021: Working as a Room Attendant at Four Seasons Hotel Kuwait at Burj Alshaya**

➤ **March 2020 - August 2020: Participation in Warehousing operations for the benefit of the Housekeeping Department at Four Seasons Hotel Kuwait**

INTERESTS AND HOBBIES

➤ **Prayer, reading, music, cinema, football, swimming, etc.**

ACADEMIC PROFILE

➤ **2009 - 2014: Bachelor's Degree in Applied Pedagogy, University of Burundi in the English Department**

➤ **2006 - 2009: General Humanities Degree + State Diploma at the Municipal High School of Kinama in Bujumbura**

➤ **August 2015: Certificate in History Makers Leadership Training at the Swedish Mission of Bujumbura**

TECHNICAL SKILLS

- Mastery of didactic and educational science tools,
- Skills in animation and classroom management,
- Perfect knowledge of the education system,
- Accomplishment of various tasks related to production operations.

SKILLS AND PERSONAL QUALITIES

- Languages: English, French, Swahili and Kirundi,
- Customer service,
- Inventory management,
- Mastery of the following software: Word, Access, Excel as well as PowerPoint,
- Speed of execution and tolerance to stress,
- Ability to multitask, work in a fast-paced environment and work independently with minimal supervision,
- Strong planning and organisational skills with an excellent eye for detail,
- Exceptional communication and problem-solving skills to bring a positive change to any working environment,
- Good physical condition



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